



Implementing Bedside Report in the Emergency Care Center: A Quality Improvement Initiative

BACKGROUND

- A fundamental part of a nurse’s routine includes the exchange of patient information during nurse handoff.
- Communication between nurses during shift change and in handoff process is essential in the delivery and continuity of nursing care.
- Poor communication between nurses can be detrimental to patient safety and can lead to the dissatisfaction of patients and family members.
- Bedside Report (BSR) gives nurses the opportunity to discuss the continuum of patient care, allows for the discussion of patient goals, and offers time for patients to ask questions during the handoff.

LOCAL CONTEXT

- Ongoing practice was for report to occur in the hallway outside of the patient room for most RNs.
- Press-Ganey scores for 2019 had fallen below benchmark of 65.75 with ratings from January to May at 56.12.

PURPOSE

- To effect a practice change to bedside report as the standard for nurse-to-nurse handoff.
- To identify the impact of bedside report on Press-Ganey nursing related measures including: patient informed about treatment; courtesy; taking time to listen; patient felt cared for as a person.

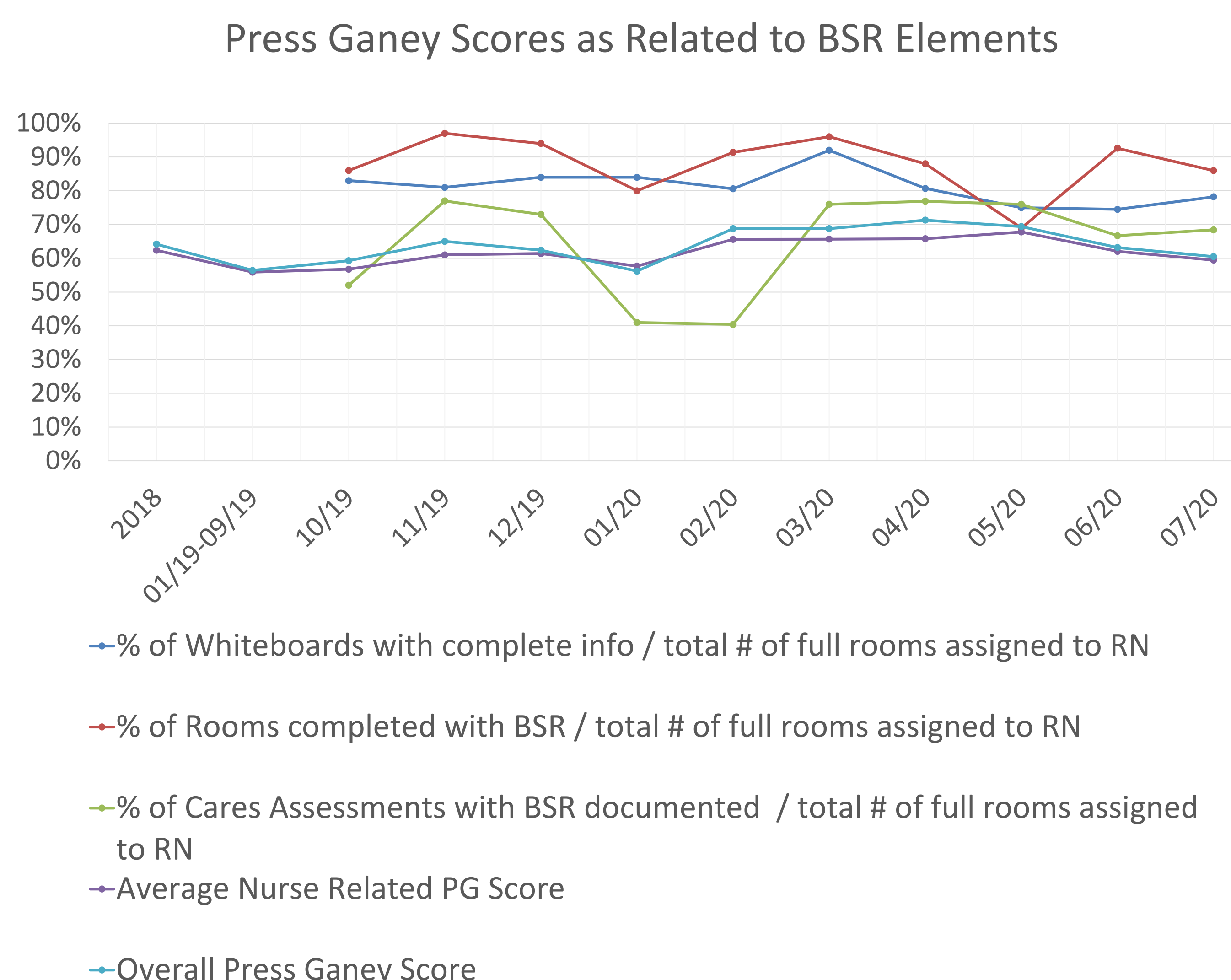
REFERENCES

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METHODS

- Design: Evidence-Based, Quality Improvement Initiative
- Participants/Setting: Emergency Room RNs
- Procedure:
 - Survey Monkey Questionnaire to determine nurses’ beliefs and stated use of BSR
 - Education on switch to BSR
 - Random spot audits evaluating BSR and completion of whiteboards
 - Audited documentation indicating BSR at shift change
- Comparison of audit data to Press Ganey Scores

RESULTS



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- October 2019 – July 2020 (mean results):
- 81% of Whiteboards completed
 - 88% BSR completed in rooms
 - 65% Cares Assessments complete
 - 60.63% Nurse Related Press Ganey Score
 - 63.25% Overall Press Ganey Score
- January 2020 – July 2020: Goal = 60.96%
- 65.71% Overall Press Ganey Score
 - 63.44% Nurse Related Press Ganey Score

- Survey Results:
- Most RNs agreed that BSR was an important part of patient care & should be completed
 - Largest perceived barrier was lack of time
 - Increases in percentage completed during initial roll-out and with each survey

DISCUSSION

- Necessary to have continuing reminders and reinforcement of the importance of BSR.
- Important to identify and address barriers e.g. RN resistance to practice change.

CONCLUSIONS

- Implementation of bedside report in the Emergency Care Center resulted in improved patient satisfaction.
- Resistance to practice change requires on-going resources dedicated to this best practice.